

1  **The Tool Shed: Common Manual & online tools**

Presented by:  
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2  **Today's Agenda**

- What is the Common Manual?
- Versions of the Common Manual
- Common Manual organization
- Navigating through the Common Manual
- Other helpful electronic resources

3  **What is the Common Manual?**

- First published in December 1995
  - Policies effective April 1, 1996
- Collaboration effort of guarantors
  - Governing Board
  - Executive Management Team
  - Policy Committee
- FFELP policy guidance for schools and lenders
- Developed with community participation

4  **Common Manual Versions**

- 2008 Paper Version
  - 774 pages
- Electronic Common Manual (ECM)
  - E-Collection CD-ROM
- Integrated Common Manual (ICM)
  - Download monthly
  - [www.commonmanual.org](http://www.commonmanual.org)

5  **E-Collection**

- CD-ROM includes:
  - Manuals and forms
    - *Common Manual*
    - *Federal Student Aid Handbook*
    - Common forms
  - Law and regulations
    - Higher Education Act (HEA)
    - NCHELP Integrated Higher Education Act of 1965
    - NCHELP Integrated Regulations - Parts 668, 682, and 685

- NCHELP Topical Index of the HEA and Regulations

– Dear Colleague Letters and announcements

- GEN letters
- School letters
- Financial Partner letters
- Lender letters
- Guarantor letters
- Dear GA Director letters
- Disaster letters
- Announcements

6  **Integrated Common Manual (ICM)**  
[www.commonmanual.org](http://www.commonmanual.org)

7  **How is the CM Organized?**

- Summary of changes
- Table of Contents
  - 18 chapters
  - Appendices A-I
- Table of Figures
- Citations and references

8  **Table of Contents**

1 Chapters

1. Overview
2. About the FFELP
3. Lender Participation
4. School Participation
5. Borrower Eligibility
6. School Certification
7. Loan Origination
8. Loan Delivery
9. School Reporting Responsibilities and R2T4
10. Loan Servicing
11. Deferment and Forbearance
12. Due Diligence in Collecting Loans
13. Claim Filing, Discharge, and Forgiveness
14. Violations, penalties, and Cures
15. Federal Consolidation Loans
16. Cohort Default Rates and Appeals
17. Program Reviews
18. Limitation, Suspension, and Termination

2 Appendices

- A. Interest Benefits and Special Allowance
- B. PLUS/SLS Refinancing
- C. Guarantor-Specific Information
- D. U.S. Department of Education Contact Information
- E. Guarantor Bulletins

- F. FFELP Community Initiatives
- G. Glossary
- H. History of the FFELP and the Common Manual
- I. Index

9  **Navigating Through the Common Manual**

- Headers list section numbers and titles
- Footnotes provide policy proposal and batch numbers
- Hyperlinks to references and resources
- Changes indicated by underlining and ~~strikeouts~~

10  **Tips for Online PDF Searches**

- Search button
- Selection buttons
- Page size buttons
- Copy text keys

11  **Training Briefs**

- Assist FAOs in understanding the ins & outs of the Common Manual
- 18 briefs published
- Stay informed by subscribing to the CM Public Listserv!
  - Send an e-mail message to [majordomo@michael.usagroup.com](mailto:majordomo@michael.usagroup.com)
  - Leave the subject line blank.
  - Type "subscribe public" in the body of the message.

12  **Other Helpful Electronic Resources**

- Information for Financial Aid Professionals (IFAP)
- National Association of Financial Aid Administrators (NASFAA)
  - Membership dues required
- National Council for Higher Education Loan Programs (NCHELP)

13  **Information For Financial Aid Professionals (IFAP)**  
[www.Ifap.ed.gov](http://www.Ifap.ed.gov)

- Keyword search
- FSA Handbook

- E-CFR & HEA
- Federal Registers available for download
- DCLs available for review and printing
- FSA Assessments
- FSA Coach

14  **IFAP Publication**

- 2008-2009 Federal Student Aid Handbook
  - How to use the search tool to find answers

15  **IFAP Publication**

- Federal Register
- How to use the Federal Register online search tool

16  **Electronic Code of Federal Regulations (CFR)**

- Where to find electronic Code of Federal Regulations

17  **The Higher Education Act (HEA)**

- Where to find the electronic version of HEA

18  **Helpful Tools for Schools**

Tools for Schools

- FSA Assessments
- FSA Coach

Letters & Bulletins

- Dear Colleague Letters (DCLs)
  - General Distribution (GEN) letters

19  **General Distribution (GEN) Letters**

- Sample: GEN-08-01

GEN= General Distribution Type

08= Year

01= Sequence Number

20  **FSA Assessment Tool**

<http://www.ifap.ed.gov/qahome/fsaassessment.html>

1 Student

2 School

3 Managing Funds

4 Innovations

21  **FSA Assessment Tool Example**

22  **FSA Assessment Tool Example**

23  **FSA Assessment Tool Example**

24  **FSA Assessment Tool Example**

25  **FSA Assessment Tool Example**

26  **FSA Coach**

- Web-based training
- Primary processes
- Module format
- Q&As

27  **National Association of Financial Aid Administrators (NASFAA)**  
[www.NASFAA.ORG](http://www.NASFAA.ORG)

- Web Encyclopedia Version 2.8
- Self-Evaluation Guide
- CORE materials
- Policies & Procedures Tools

28  **Where does NASFAA get the information?**

- 1 • The Higher Education Act (HEA), as amended
  - FSA Handbooks
  - Code of Federal Regulations (CFR)
  - The Blue Books
  - Audit Guides
  - Congressional Reports
  - Dear Colleague/Partner Letters
  - Guaranty Agency Director Letters
- 2 • Question & answer documents
  - Electronic Policy Announcements
  - OMB Circulars

- Verification Guides
- Federal Registers
- ISIR Guides
- Counselor's Handbooks
- Direct Loan Guides

29  **NASFAA Web Encyclopedia**

30  **NASFAA Encyclopedia of Student Financial Aid  
Web Encyclopedia login page**  
<http://www.nasfaa.org/Apps/Eplus/>

31  **NASFAA Web Encyclopedia Example**

32  **NASFAA Web Encyclopedia Example**  
Table of Contents

- Chapter 1
  - General Program Administration
- Chapter 2
  - Federal Pell Grant
- Chapter 3
  - Federal Supplemental Education Opportunity Grant
- Chapter 4
  - Federal Work Study (FWS)
- Chapter 5
  - Federal Perkins Loan
- Chapter 6
  - Federal Family Education Loan and Direct Loan Programs
- Reauthorization Supplement

33  **NASFAA Web Encyclopedia Example**

34  **NASFAA Self-Evaluation Guide** <http://www.nasfaa.org/Publications/SelfEvalMenu.asp>

35  **NASFAA Self-Evaluation Guide Example**

36  **National Council of Higher Education Loan Programs (NCHELP)**  
<http://www.nchelp.org/>

- Analysis documents
- Topical index

37  **NCHELP Analysis Document Example**

38  **NCHELP Topical Index**

39  **Questions?**  
3515 Amazonas Drive

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